



**THIS IS A POSITION SPECIFIC RECRUITMENT FOR THE MARYLAND STATE RETIREMENT AGENCY. THE RESULTING ELIGIBLE LIST WILL BE USED TO FILL THIS POSITION/FUNCTION ONLY. PERSONS INTERESTED IN FUTURE VACANCIES IN THE IT FUNCTIONAL ANALYST I CLASSIFICATION WILL NEED TO REAPPLY.**

**Position Title:** IT Functional Analyst I  
Announcement #: 10-4498-909

**Limitations:** Must be willing to work in Baltimore City

**Salary Range:** \$38,016 - \$59,892 (Grade 15)

**Location:** Baltimore, MD

**Closing Date:** March 24, 2010 by 4:30 pm (No postmarks)

**Position Duties:** The main purpose of the IT Functional Analyst I position is to perform all production operations on assigned shifts involving the updating and maintenance of the most critical and sensitive database maintained by the State Retirement Agency, and ensuring that as many as 100 jobs are executed successfully each day. Failure to perform the responsibilities of this position could have a detrimental, direct effect on the integrity of the database and on the daily fulfillment of the Agency's mission. The incumbent assembles and manages daily processes, and provides problem analysis when processes fail or any unusual outcome occurs. The Agency utilizes a large Microsoft client server platform in which the Functional Analysts are responsible for constructing job streams and initiating processing changes through the use of an automated scheduler, editing input files, monitoring system throughput, and performance measures. In addition to the problem analysis required, Functional Analysts must provide timely solutions to failed operation, while for the most part working under general supervision.

The incumbent provides ongoing user support and trains users on the functionality of applications. As needed, the incumbents work with business users to assess what jobs are needed, what dependencies and sequence are required, and time required/available to achieve business requirements. Performing regularly scheduled backups of all associated software and data, as well as checking all JCL are the responsibilities of this position. Additional duties (as time permits) include assisting with the resolution of Help Desk calls. Help Desk calls include desktop processing, phone related services, and various other IT related issues. As the Disaster Recovery plan becomes more developed, additional Disaster Recovery responsibilities will be assigned to this position.

Due the timing of the processing of the Agency's production work from the prior night, the starting time for this position can be prior to the start of the Agency's workday and potentially extended into the evening hours, beyond the Agency's ending hours. The

incumbent will regularly be expected to perform duties and resolve routine issues without on-site supervision or other Agency personnel in the facility. In addition, this position will alternate with several other positions, in monitoring overnight and weekend processing, and problem resolution on an “on call” basis.

Excellent working conditions in downtown Baltimore with convenient access to the Metro and buses.

### **MINIMUM QUALIFICATIONS:**

**Education:** Bachelor’s degree from an accredited college or university in Accounting, Finance, Business Administration, Public Administration, Human Resources Management, Information Technology or other related field with specific coursework in the structure and use of automated information systems.

**Experience:** Six months of experience providing problem analysis and ongoing user support, coordinating system development and implementation, and training users on the functionality of applications for agency or statewide systems housed on mainframe or large client server platforms.

### **Notes:**

1. Graduation from an accredited high school or possession of a high school equivalency certificate and two years of experience providing problem analysis and ongoing user support, coordinating system development and implementation, and training users on the functionality of applications for agency or statewide systems housed on mainframe or large client server platforms may be substituted for the required education.
2. Experience responding to and resolving help desk calls from users of computers, or operating computer equipment for the purpose of data entry, word processing, spreadsheet, graphics, database or other applications may be substituted on a year-for-year basis for a high school education.

**Due to the confidential nature of the work selected candidates must undergo and pass a background check.**

**Application process:** Submit a Maryland State Application (MS-100) to **the Department of Budget and Management, Recruitment & Examination, 301 West Preston Street, Baltimore, MD 21201.** Resumes will not be accepted or considered a part of the application. You may obtain the MS-100 by visiting [www.dbm.maryland.gov](http://www.dbm.maryland.gov). Reasonable accommodations will be provided to qualified individuals with disabilities upon request. Your request must be submitted in writing with your application. TTY users, call via the Maryland Relay Service. For education obtained outside the U.S., you will be required to provide proof of the equivalent American education as determined by a foreign credential evaluation service. This evaluation must be submitted with your application. **All information concerning your qualifications must be submitted by the closing date. We will not consider information submitted after this date.** Successful candidates will be ranked as Best Qualified, Better Qualified, or Qualified and placed on the employment (eligible) list for at least one year. EOE